Practice Coverage as a key component of the Patient Medical Home

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Faculty/Presenter Disclosure

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Relationships with commercial interests:

Grants/Research Support: N/A

Speakers Bureau/Honoraria: N/A

Consulting Fees: N/A

Other: N/A

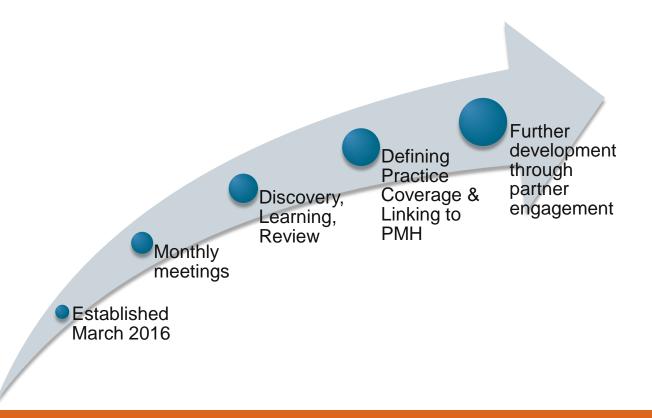
No conflicts of interest or disclosures



Learning Objectives

- To explore practice coverage as a key component of the Patient Medical Home.
- To discover how the work to date and key partners can support the sustainability of the Patient Medical Home.

Practice Coverage Working Group A Brief History



Belief Statements

We believe:

- All patients are entitled to continuous care, even in the absence of their personal family physician/primary care provider(s).
- All patients should have timely access to their family physician/patient medical home team.
- A relationship between the patient, family physician or patient medical home team is strengthened through coordinated practice coverage.
- Physician wellness and professional competency can be achieved and maintained through integrated, coordinated practice coverage.

Defining Practice Coverage

Practice coverage refers to direct and indirect contact between a family physician/patient medical home team and a patient. This includes:

| Direct Contact | Indirect Contact |
|------------------------|---|
| Office and home visits | Checking test results |
| Long term care | Writing and reviewing medical reports |
| In-patient care | Requests generated for care (e.g. consults) Third party communications (e.g. medication refills, patient care conferences) |
| Specialty care | |
| Procedures | |
| Telehealth | |
| | Office management |
| | Teaching |



We need your input!

Question #1

What is working well/has worked well when it comes to practice coverage (in your practice, organization, network, &/or community)?



Standardized Compensation

• Includes incentives and billing splits



Supports

- Concierge/HR/Administrative
- Mentorship
- Primer (Onboarding, Checklists for locum, host GP, & MOA, Matchmaking, Troubleshooting)
- Practice Improvement
- Feedback mechanism



Education & Training

- EMR orientation
- Billing training
- Pathways orientation
- •Up-to-Date orientation
- Web/video templates, training modules
- Resident locum training

Centralized Access to Practice Opportunities & Locum Availability/One-Stop Shop

- Practice registry
- Job opportunity registry
- Locum registry
- Matching component



Coordination of Stakeholder Programs & Initiatives



Locum Recruitment

- Residents
- Retiring GPs
- New grads
- IMGs



Non-Locum based Options

- Cross coverage:
 - FP Networks supporting practice
 - Patient Medical Home networks supporting communities
- Practice exchanges
- Virtual coverage

Enablers

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Includes incentives and billing splits

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Question #2

What would practice coverage look like in the ideal world?
What would practice coverage look like if we got this right?



We need your input!

Question #3

What bold steps would we have to take to make this a reality?

Practice Coverage Core Elements - Ranking

Enablers

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5. Coordination of Stakeholder Programs & Initiatives

6. Locum Recruitment (Residents, Retiring GPs, New grads, IMGs)

7. Non-Locum based Practice Coverage Options

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Quality Improvement & Evaluation Advisory Council IT Enabled

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Thank You!

